



March 17, 2020

Hi everyone,

Welcome to the COVID-19 periodic update. Keep checking your emails daily as we will be using email to communicate updates and changes to you. We will also plan to put a copy in mailboxes for those of you who prefer hard copies to emails. I know this isn't as green as we may like, but I really want people to get this information and the more ways we have to communicate, the better.

Many thanks for your cooperation and understanding as we quickly went to Phase Red yesterday and made some substantial changes to the daily routine here at Wake Robin. From all reports, things have transitioned quite smoothly, albeit with a few expected hiccups. A favorite old Sesame Street phrase in my house is "practice and tomorrow you'll be better than today!" That's my new mantra as we implement the myriad of changes. Bear with us!

Updates for today:

- Attached is a Questions and Answers document. We are recording all your lingering questions, answering them, and keeping this list updated regularly. Here's what we have so far. Keep your questions coming. If you have them, someone else does too! There are copies in your mailboxes and a few available at the front desk.
- A favor to ask of you all. Please share our Phase Red procedures and changes with your family members. We are getting some calls from concerned children. We'd rather you share our information with them proactively. Also, our website (www.wakerobin.com) now has a COVID-19 link with information for the general public and family members. There is also now an information line (802-264-4263) that we are keeping updated with all COVID-19 related changes here at Wake Robin. Family members can call that as well, as often as they'd like.
- There will be NO CUP on Thursday. We are exploring different ways to have a large group virtual gathering but haven't quite figured it out yet. So NO CUP on Thursday, and hopefully we will have a virtual CUP next week. There still will be a written CUP that is sent out, so if you have any announcements, get them to Sherri.
- A new Happenings Calendar is being developed by Jena. Hopefully we will have that to you in tomorrow's COVID-19 update. Stay tuned for ways to keep

intellectually, emotionally and physically active while staying in. We recognize that social isolation is detrimental.

Update from Dining:

Thanks so much for your flexibility and kindness as we work out the kinks in delivering your to-go dinners. We continue to learn and adjust daily.

For simplicity's sake we have had to make changes to the daily menus. Not all items are available. For feasibility reasons there is no left side menu, ice cream, or hot beverages available. The Sunday menu has been streamlined. We will be adding some items as we get them in stock - a wider variety of milk, custards, whole fruit, etc. Sadly, I can't make everything work, but we will do our best.

Please note changes to the menu drop and delivery:

We will be placing a **double-sided menu** (for 2 days, e.g., Monday and Tuesday dinners) in the lounge of each floor of your apartment buildings on **Sundays, Tuesdays and Thursdays by 9:00 am**. Fill out your choices for **both days** (please bring your own pen for hygienic reasons!). Double check that both sides of the menu, your name and apartment number is legible and filled in correctly. Leave your completed menu in a pile next to the menu order sheets.

Completed menus will be picked up on Mondays, Wednesdays and Fridays at 9:00 am. You must have your completed menus filled out and in place by that time in order to have your food delivered. Your food will be delivered to your floor between 5:00-6:30 pm every day.

For the cottages, menus will be delivered to your door on the same schedule. Leave your completed menu on your door for us to collect. Your dinner will be delivered to your door.

Deliveries for Sunday brunch will be made between 11:30 am -1:00 pm.

Thanks again everyone for your patience and cooperation. Keep the feedback coming... and remember the 6 feet rule!

Gratefully,



Martha E. Maksym
President and CEO